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Subject: Late Fees and Collections Throttle

Date: Thursday, September 13, 2018 7:33:10 AM

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Good Morning,

I have two questions for the group:

1. Does anyone calculate late fees in CC&B using a tired amount or exclude certain charges in the late fee calculation like sales tax or a previous months balance?

2. How do you throttle Credit/Collections in your system using MDM/CC&B to avoid overloading Customer Service with calls?

Please let me know how you handled these situations and if a customization was required.

Thanks,

Suzanne B. Hamilton, CPA
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